

**Appendix 13 to
Second Amendment of
Master Service Agreement**

June 25, 2012



**Exhibit to Data Center Services
Service Component Provider
Master Services Agreement**

DIR Contract No. DIR-DCS-SCP-MSA-003

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Xerox Corporation

**Exhibit 19
Transition Plan**

June 25, 2012

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EXHIBIT 19
TRANSITION PLAN

Update Methodologies and Attachments to Exhibit 19

The following update methodologies and attachments are incorporated as part of **Exhibit 19**:

Title	Methodology for Updating Associated Exhibit Attachments
<u>Exhibit 19</u> Transition Plan	<u>Exhibit 19</u> is updated in accordance with <u>Section 4.2(b)</u> of the MSA.
<u>Attachment 19-A</u> Transition Milestones	<u>Attachment 19-A</u> shall be updated in accordance with <u>Section 4.2(b)</u> of the MSA.

1.0 TRANSITION MANAGEMENT

1.1 Introduction

In accordance with **Section 4.2** of the Agreement, this **Exhibit 19** and the attached **Attachment 19-A** collectively constitute the Transition Plan, and references to the Transition Plan in this Agreement (including this Exhibit) shall be read and understood to collectively mean this **Exhibit 19** and the attached **Attachment 19-A**. Service Provider shall maintain and implement the Transition Plan, and any modifications to the Transition Plan shall be subject to DIR's review and approval in accordance with **Section 4.2** of the Agreement.

The provisions of the Transition Plan are in addition to, and not in lieu of, the terms and conditions contained in the body of the Agreement and the other Exhibits and Attachments thereto; provided however, unless otherwise expressly stated, the provisions of this Transition Plan shall not control over conflicting provisions of the Agreement. Unless otherwise expressly defined in the Transition Plan, capitalized terms used in the Transition Plan shall have the meaning assigned to them elsewhere in the Agreement. The dates in this document are intended to provide context and set expectations for the solutions described. Actual milestone dates are contained in the appropriate milestone documents (Attachment 19-A Transition Milestones and Attachment 20-A Transformation Milestones). In the event of a conflict in dates the dates in the milestone documents will control.

1.2 Document Overview

Transition consists of those standard activities necessary for the Service Provider to assume service delivery responsibility from the State beginning on Commencement Date. These activities include the transfer of staff, establishment of the IT environment, setup of the program management system, implementing workplace logistics, and deploying any necessary interim processes and tools.

2.0 TRANSITION GUIDING PRINCIPLES

The Service Provider will:

Provide a customized approach to meet the needs of DIR which includes:

- ◆ DIR and DIR Customer transition models
- ◆ Experienced transition project managers
- ◆ Leveraging Service Provider's tools and templates customized to the DIR and DIR Customer environments

Establish strong governance, which includes:

- ◆ Clearly defined roles and responsibilities
- ◆ Jointly developed processes
- ◆ Effective meetings and reporting framework to minimize resource requirements while achieving goals
- ◆ Mechanisms in place to identify and address risks and issues early
- ◆ Support for OLA development

Maintain effective communication, which includes:

- ◆ Consistent delivery of key messages through well-defined communication plans
- ◆ Tailored communications to target audiences and stakeholders
- ◆ Mutually agreed frequency of communications to meet the needs of the stakeholders

Promote collaboration and teamwork, which includes:

- ◆ Detailed upfront project planning and feedback
- ◆ Joint agreement on status for reporting purposes
- ◆ Plans scaled to address DIR Customer differences in size and complexity
- ◆ Establishment and support for successful deliverable review process
- ◆ Feedback on deliverables throughout the life of the project.

3.0 TRANSITION OBJECTIVES

The following are key Service Provider Transition objectives:

- Complete Print-Mail hardware Refresh and described in **Exhibit 19-A**
- Support MSI and SCP Transition activities as needed
- Support MSI Asset Management Transition activities and specifically Print-Mail wall to wall inventory activities
- Complete one time Critical Deliverables as defined in **Exhibit 3**
- Support Cross Functional Transition with key areas being chargeback, and training on MSI tools and processes
- Complete SMM to reflect changes to operating environment and Services
- Establish roles and responsibilities in Governance as described in **Exhibit 6**
- Update Disaster Recovery Plans and Technical Recovery Guides

4.0 TRANSITION APPROACH AND PROJECT METHODOLOGY

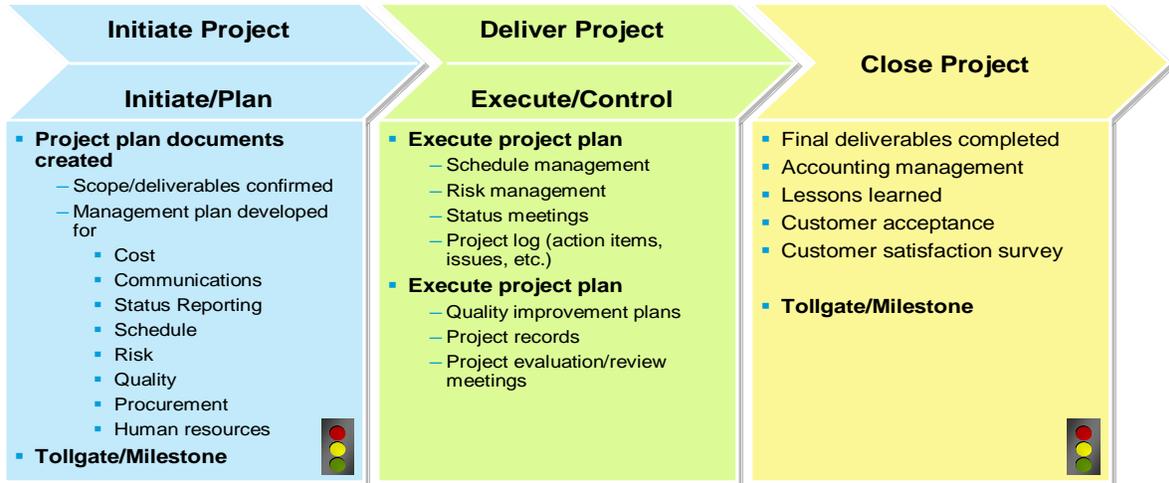
The Service Provider Transition effort will be managed by the Service Provider's Service Delivery Executive (SDE). In addition to overseeing Transition activities the SDE has day to day operational responsibility allowing for the proper balance of real time customer service and Transition of services. The Steady State Operations Team will be augmented by one project manager and two Transition managers. Key job functions supporting Transition are defined in 5.1 below.

Service Provider will work closely with the other Service Component Providers and the MSI to ensure compliance with overall Transition coordination.

Service Provider will use MSI provided project management tools when available and comply with MSI required project reporting and tracking. In addition to project management tools, Service provider will use a Lean Six Sigma approach to project management. The chart below depicts the Service Provider's high level methodology:

Project Management Methodology

- Six Sigma Based
- Aligned to Project Management Institute’s PMBOK®
- Collaborative

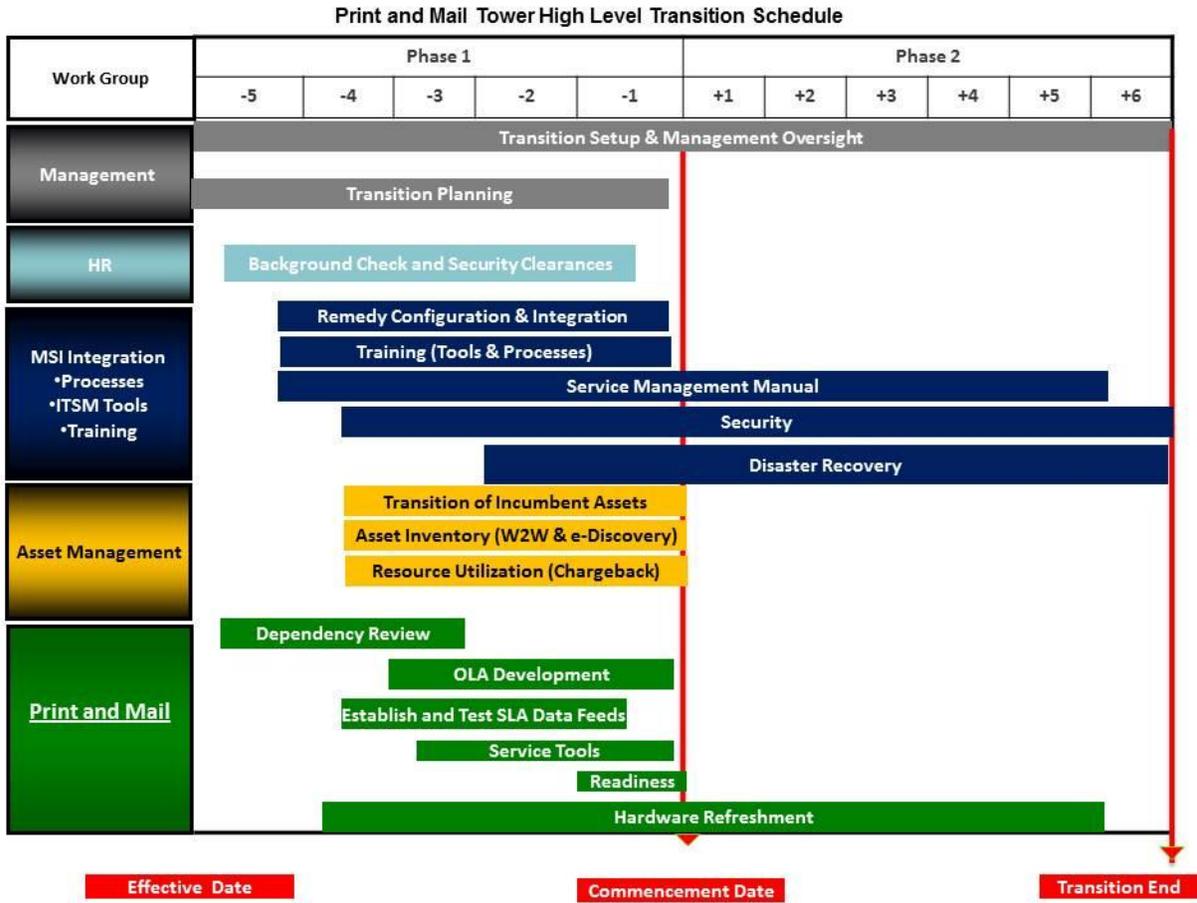


Key aspects of the methodology include:

- Six Sigma-based project management to provide detailed analysis during key decision points of the project
- Industry standard Project Management Body Of Knowledge (PMBOK) methods
- Phase-gate reviews to improve communication and provide more project control

5.0 TRANSITION OVERVIEW

Below is a chart outlining key Transition activities and associated timeframes:



5.1 Transition Staffing

The Service Provider will deploy the following Transition resources:

Role	Number	Resource Type	Description	Service Delivery Location
Service Delivery Executive	1	Steady State	Overall Transition responsibility	Austin
Project Manager	1	Transition Resource	Ownership of project plans and validation of project progress	Remote
Transition Manager	2	Transition Resource	Technical Owner of Specific Transition projects such as hardware Refresh, Disaster Recovery and Security Readiness	Austin
Operations Manager	2	Steady State	Part time resource to support hardware implementations, development and review of procedures and Staff related activities. Approximately 30% to 40% time commitment	Austin
Inventory and Procurement Specialist	1	Transition Resource	Support inventory and procurement project tasks.	Austin
Data Collection and reporting Specialist	1	Transition Resource	Support chargeback and SLA data collection projects	Austin
Subcontractor Developer	2	Transition Resource	Support changes to NearStar platforms as required to support Transformation activities such as chargeback, SLA data collection and server hardware Refresh	Remote
Technical Writer	1	Transition Resource	Lead development of operational documentation including SMM and Disaster Recovery Technical Recovery Guide	Austin

Fractions of other key Service Provider staff will support the Transition managers by performing specific project tasks such as processing purchase orders, providing data feeds from existing systems and asset related activities.

5.2 Transition Coordination and Integration

The Service Provider SDE will coordinate with the other SCP and the MSI to ensure that execution of Transition plans align and key cross functional Transition activities as described in 5.2.1. Service Provider will attend enterprise Transition meetings and share active plans with the other SCP and MSI. The Service Provider project manager will provide reports and project status documents as required by the MSI.

5.2.1 Cross-Functional Services Transition

Service Provider will work with the MSI to perform cross functional Transformation. Key actions that will be performed by the Service Provider include:

- Coordinate all project plans and project tracking with the MSI. When available, use MSI tool for project tracking and reporting
- Establish and test data feeds to MSI provided tools such as Chargeback and SLA reporting.
- Identify ITSM staff training requirements by position and complete prior to Commencement using MSI provided training
- Coordinate with MSI to complete wall to wall inventory
- Establish and coordinate Disaster Recovery scheduling and testing with MSI

5.3 Transition by Service Component

Service Provider Transition Plan encompasses the assumption of all aspects of the Incumbent Print-Mail Service Provider as of Commencement. All Incumbent Service Provider employees will be retained as needed through Transition to ensure knowledge continuity.

New equipment for right-sizing the environment will be installed and tested prior to decommissioning existing equipment. DIR Customers will assist in testing of the new configuration. Some of this activity will be accomplished prior to Commencement (in accordance with the schedule in **Attachment 19-A**).

Service Provider will work with other DCS Service Providers to ensure Transition actions are coordinated and Service Delivery is not impacted.

5.3.1 Print-Mail Service Component Transition

The chart below details key Print-Mail Service system components and their Transition strategy:

Equipment Name	Equipment Type	Status	Location	Transition Strategy
Xerox Nuvera 144	Print	New	ADC	<p>Replace single use MICR printer and enhance operational capability.</p> <p>As described in Att 19-A under milestone “Technology Refresh #1: Stapling Finishing Capability at Austin Data Center”</p>
Xerox Nuvera 144	Print	New	ADC	<p>Replace single use MICR printer and enhance operational capability.</p> <p>As described in Att 19-A under milestone “Technology Refresh #1: Stapling Finishing Capability at Austin Data Center”</p>
Xerox DP 180	Print	Retain	ADC	Operationally stable - no changes planned for Transition
Xerox DP 180 HLC	Print	Retain	ADC	Operationally stable - no changes planned for Transition
Xerox DP 525	Print	Retain	ADC	Operationally stable - no changes planned for Transition
Xerox DP 525	Print	Retain	ADC	Operationally stable -no changes planned for Transition
Xerox 4127	Print	New	TWC Annex	<p>Add capacity and enhance operational capability</p> <p>As described in Att 19-A in milestone “Technology Refresh #4: Replacement printer 1 at TWC Annex Location - Add 4127 Keep DT 6180”</p>
Xerox 4127	Print	New	TWC Annex	<p>Add capacity and enhance operational capability</p> <p>As described in Att 19-A in milestone “Technology Refresh #5: Replacement printer 2 at</p>

				TWC Annex Location - Add 2nd 4127 and remove DT6180”
IBM Infoprint 3000	Print	Retain	Huntsville BOT	Operationally stable - no changes planned for Transition
IBM Infoprint 3000	Print	Retain	Huntsville Admin	Operationally stable - no changes planned for Transition
IBM Impact Printer	Print	Retain	Huntsville BOT	Operationally stable - no changes planned for Transition
IBM Impact Printer	Print	Retain	Huntsville Admin	Operationally stable - no changes planned for Transition
Pitney Bowes FlowMaster Inserter	Insert	Retain	ADC	Operationally stable - no changes planned for Transition
Pitney Bowes FlowMaster Inserter	Insert	Retain	ADC	Operationally stable - no changes planned for Transition
Pitney Bowes FlowMaster Inserter	Insert	Retain	ADC	Operationally stable - no changes planned for Transition
Pitney Bowes FlowMaster Inserter	Insert	Retain	ADC	Operationally stable - no changes planned for Transition
Pitney Bowes DF Works	Insert	Retain	ADC	Operationally stable - no changes planned for Transition
Pitney Bowes DM 1000	Insert	Retain	ADC	Operationally stable - no changes planned for Transition
Pitney Bowes DM 1000	Insert	Retain	ADC	Operationally stable - no changes planned for Transition
NearStar Production System	Two Server Cluster	Refresh	ADC	Post Commencement Refresh to ensure Operational stability As described in Att 19-A under milestone “Technology Refresh #2: Refresh Nearstar Production Hardware at ADC”
Nearstar Test System	Single Server	Retain	ADC	Operationally stable - no changes planned for Transition
Nearstar Disaster Recovery System	Single Server	Retain (Move ADC Production	MailGard	Post Commencement Refresh to ensure Operational Stability As described in Att 19-A under

		System)		milestone “Technology Refresh #3: Relocate ADC Nearstar Server replace in Refresh #2 to Mailgard”
Nearstar Production Tiers Processing System	Single Server	Retain	ADC	Operationally stable - no changes planned for Transition
Nearstar Production TWC Decisions System	Single Server	Retain	ADC	Operationally stable - no changes planned for Transition
Nearstar TDI System	Single Server	Retain	TDI	Operationally stable - no changes planned for Transition
Code 1	Software	Retain	ADC	Operationally stable - no changes planned for Transition
DS3	Network	Retain	MailGard	Operationally stable - no changes planned for Transition
DS3	Network	Retain	MailGard	Operationally stable - no changes planned for Transition

6.0 SERVICE PROVIDER TRANSITION ROLES AND GOVERNANCE ALIGNMENT

The Service Provider’s SDE will participate as a member of the Transition Solution Group Governance committee. Additional Transition roles are defined in 5.1 above.

7.0 QUALITY CONTROL AND GENERAL RISK MITIGATION

Quality control and risk mitigation are key aspects of the Service Provider project management process. The first major aspect of quality control is the project leadership of the SDE. The SDE has overall relationship responsibility and will ensure alignment with the MSI and other SCP plans. Other key aspects of the Service Provider project management process include:

- Proven and structured approach ensure no details are overlooked
- Weekly meetings to review key actions, future actions and risks
- Phase Gate approval for movement between project phases.
- Commitment to Action Documents (CAD) are created and maintained to document key actions and action owners

- Risk Register generated from a Six Sigma Failure Mode and Effects (FMEA) process

8.0 COMMUNICATIONS

The Service Provider will work with the MSI to establish a communication plan that will identify key stake holders, define content of required communications, and define the frequency of required reporting and meetings. Service Provider project manager will provide project updates as required by the MSI to facilitate larger enterprise Transformation communication goals.